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IMPORTANT SAFETY RECALL

This notice applies to your vehicle. See attached serial number list.

NHTSA Safety Recall No. 18V-138

April 23, 2018

Dear Altec Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act, and Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has decided that a defect which relates to motor vehicle safety exists in certain AM650, AM855, and AM855/857 Elevator Units. These units have fiberglass upper booms that can possibly fail. The structural failure of the upper boom can result in death or serious injury.

Refer to CSN 676 for the items covered under the warranty policy. Altec will replace the upper boom at no charge to the customer or will make arrangements to repurchase the unit.

In order to determine if your unit is affected by CSN 676, compare the serial number of your unit with the list of affected units attached to the CSN. The inspection can be performed by the customer or you may contact Altec at 1-877-GO-ALTEC (1-877-462-5832) for further assistance. The inspection is expected to take two hours to complete.

At any time, you may contact Altec at 1-877 GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

For US owners: after contacting Altec, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

For Canadian Owners: if you are still not able to have the safety condition remedied by your dealer within a reasonable time, please contact Altec Customer Service at 1-877-GO-ALTEC (1-877-462-5832).

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. If you have sold or retired the unit please call Altec at 1-877-GO-ALTEC (1-877-462-5832) so the records may be changed.

If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We are sorry to cause this inconvenience; however we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Customer Service Notice

Date: April 23, 2018

Units Affected: **AM650 and AM855** units built between serial numbers 1004BB3622 (October 2004) and 0205BB3710 (February 2005) **AM855/857** Elevator units built between serial numbers 1004BS0230 (October 2004) and 0105BS0235 (January 2005)

Upper Boom Fiberglass Inspection

Altec is committed to providing our customers with safe and reliable products from initial delivery throughout the useful life of the machine.

Altec released CSN 654 in April of 2017 notifying customers of the need to inspect their unit for upper boom fiberglass damage. CSN 654 was based on field reports of cracks and structural failures of several late 2004 and early 2005 AM units. The cracks and failures have occurred at the upper boom steel to fiberglass joint in the over center position. Because of information obtained throughout CSN 654, Altec has decided it is necessary to remove from service a select group of units with upper booms that had a higher rate of failure. CSN 676 is being sent to explain the next steps for operating the affected unit until the upper boom can be replaced or the unit and vehicle can be purchased by Altec. Although these booms have been in service for over ten years, Altec is requiring all AM upper booms manufactured during this period be inspected for cracks and damage. **Death or serious injury can occur from structural failure of the fiberglass boom.**

Three actions must be completed for continued unit operation and to complete the required action on this CSN.

1. *Inspection* - the inspection must be completed within 30 days of receiving this CSN. Use the attached inspection procedure to evaluate the fiberglass boom for any one of the following conditions:
 - Internal or external cracks near the fiberglass to steel joint on the upper boom
 - Gelcoat that is loose, missing, or cracked near the fiberglass to steel joint
 - Excessive motion at fiberglass to steel joint
2. *After completing the inspection* - choose the action below based on the inspection results:
 - **If any cracks or abnormalities are found, the unit must be taken out of service immediately.** Contact Altec at 1-877-GO ALTEC (1-877-462-5832), prompt 4, Technical Support, for further assistance.
 - If no cracks or abnormalities are found, continue to use the unit following the Preoperational Inspection from the Operator's Manual. Additionally, perform the attached inspection procedure monthly until the upper boom is replaced or the unit is taken out of service by Altec through a purchase.

3. *Contact Altec immediately after the inspection* - contact Technical Support by calling 1-877-GO ALTEC (1-877-462-5832), prompt 4, to speak with an Altec representative about upper boom replacement or the purchase of the unit and vehicle by Altec.

For either action, provide Altec with the inspection results using the CSN 676 Inspection Sheet on Page 3. Scan and email or fax the results to the address on the form.

This visual inspection is covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection for free. If the customer, or the customer's warranty provider performs the inspection, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$180 for the labor to perform this inspection. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection or repair at the owner's location.

CSN 676 Inspection Sheet

Complete this form and FAX to: 1-877-659-9929

or scan and email to product.safety@altec.com

Customer Unit No. <small>(if applicable)</small>	Model	Serial Number	Cracks/Abnormalities Found		Date Inspected
			Yes	No	

Make additional copies of this form, as needed, for additional units. Contact Technical Support at 1-877-GO ALTEC (1-877-462-5832), prompt 4, for further repair information.

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

State: _____ ZIP Code: _____

Signature: _____

Inspection Procedure for AM Upper Boom

Use the following procedure to inspect the affected AM Series upper boom for signs of damage at the fiberglass to steel joint on the elbow end of the upper boom. This procedure is to be used as directed by CSN 676 to inspect the upper boom within 30 days of receiving the CSN. The procedure is also to be used every 30 days to reinspect the boom for any evidence of damage until the upper boom is replaced or the unit and vehicle is purchased by Altec. If there is any evidence of gelcoat, fiberglass, or resin cracking, chipping, or any other signs of fiberglass damage, remove the unit from service immediately. Normal mechanic's hand tools, a ladder, flashlight, and putty knife are required for the inspection. The inspection also requires a second person to assist with a part of the test. Read and understand all steps of the instructions before beginning the procedure. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) prompt 4, Technical Support if there are questions about the procedure.

1. Position the unit on a level surface, apply the parking brake and chock the wheels. Engage the unit's hydraulic system. Properly set the outriggers.
2. Perform the Preoperational Inspection from the unit Operator's Manual. Note any problems and make any corrections necessary.
3. Operate the unit from the lower controls and position the unit with the upper boom in the overcenter position with the platform about one foot from the ground in order to gain access to the fiberglass to steel interface (refer to Figure 1).

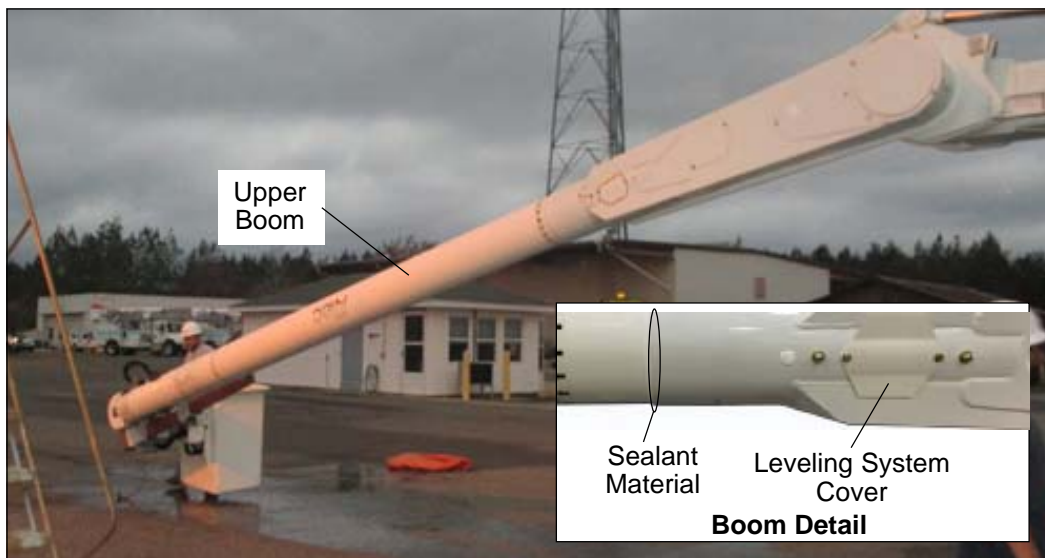


Figure 1 — Upper Boom Position

4. Remove the cap screws attaching the leveling system access cover on the upper boom weldment (refer to Figure 1).
5. Use a putty knife or similar tool to remove all sealant material around the outside of the fiberglass to steel joint, taking care not to damage the fiberglass (refer to Figure 1). The sealant that is used to seal the steel to fiberglass interface **MUST** all be removed to allow maximum visibility of the joint.

6. Remove any dirt or debris from the inspection area.

7. Inspect the area where the fiberglass joins to the steel boom for any cracks or damage including broken, bubbled, or flaking gelcoat (refer to Figure 2).



Figure 2 — Examples Of Gelcoat Damage

8. If the fiberglass gelcoat is scratched, but not damaged, continue to Step 9. If any fiberglass gelcoat is damaged, remove the unit from service immediately and go to Step 19.

9. Look into the leveling system access hole and clean the inside of the boom, if needed, so the interior surface can be adequately inspected.

10. Use a scope, camera, or similar method to closely examine the inside of the boom near the fiberglass to steel joint. While doing the inspection look for any of the following (refer to Figure 3).

- cracks
- spots of resin discoloration
- any other abnormalities which could represent fiberglass damage

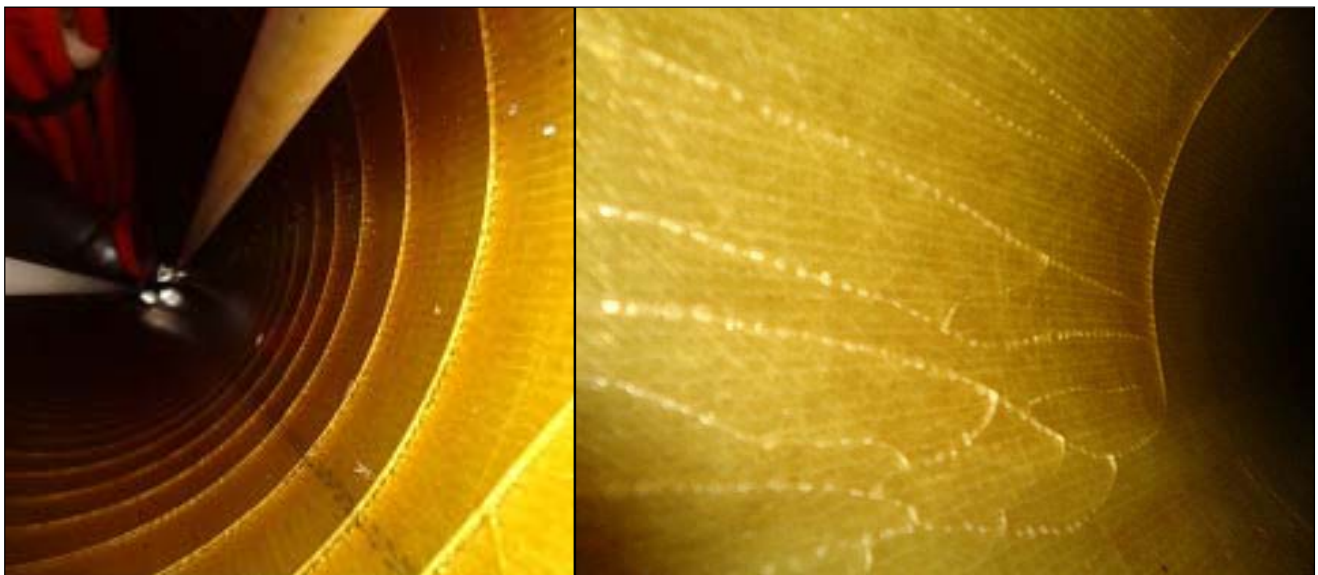


Figure 3 — Inside Boom (representative cracks shown)

11. If there are any cracks, internal or external, chipping, or other signs of fiberglass damage near the fiberglass to steel joint, remove the unit from service immediately and go to Step 19.
12. With the unit still in the overcenter position and the platform no more than one foot from the ground, have a second person standing on the ground at the platform quickly push up and down on the platform (maximum force of 150 lbs) in order to “bounce the boom” slightly. As the second person bounces the boom up and down, inspect the fiberglass to steel joint area around the entire boom for any signs of cracking in the gelcoat or fiberglass. The cracks may be small (refer to Figure 4). Also look for any signs of excessive motion at the fiberglass to steel joint.

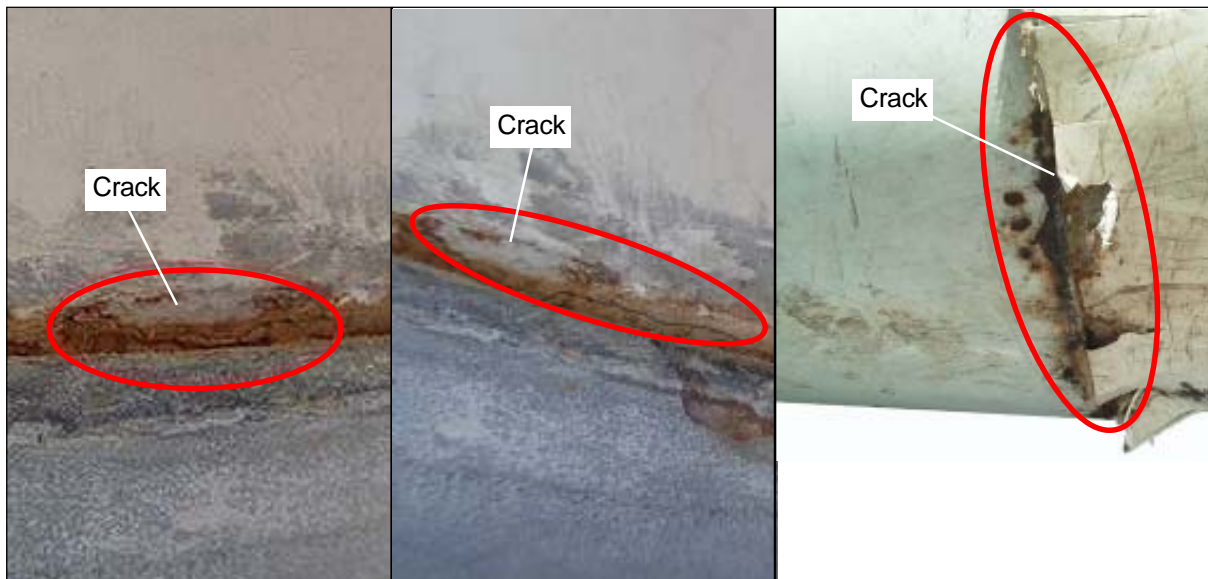


Figure 4 — Fiberglass Cracks

13. If there is any evidence of cracking or noise (which could represent fiberglass movement or degradation) or other signs of fiberglass damage, remove the unit from service immediately and go to Step 19. If no damage is seen, go to Step 14.
14. Use the lower controls to return the unit to a nearly stowed position with the upper boom approximately one foot above the boom stow. Again, have a second person standing on the ground at the platform quickly push up and down on the platform (maximum force of 150 lbs) in order to “bounce the boom” slightly. As the second person bounces the boom up and down, inspect the fiberglass to steel joint area around the entire boom for any signs of cracking in the gelcoat or fiberglass. Also look for any signs of excessive motion at the fiberglass to steel joint.
15. If there is any evidence of cracking or noise (which could represent fiberglass movement or degradation) or other signs of fiberglass damage, remove the unit from service immediately and go to Step 19. If no damage is seen, go to Step 16.

16. If no gelcoat or fiberglass damage, resin cracking, or fiberglass to steel movement are present, stow the booms. Retract the outriggers and disengage the unit's hydraulic system.
17. Reinstall the leveling system access cover. Do not reinstall the fiberglass to steel seal at this time. Return the unit to service.
18. Complete the inspection form at the end of the CSN and return it to Altec. There is not a need to return the inspection form at each 30 day inspection.
19. Contact Altec at 1-877-GO-ALTEC (1-877-462-5832) prompt 4, Technical Support, to speak with an Altec representative about upper boom replacement or the purchase of the unit and vehicle by Altec.
20. Continue to perform the AM Upper Boom Fiberglass Inspection Procedure every thirty days until the upper boom is replaced or the unit and vehicle is purchased by Altec. If there is any further evidence of gelcoat, fiberglass, or resin cracking, chipping, or any other signs of fiberglass damage, remove the unit from service immediately.